



The NDIS Workforce Capability Framework

The NDIS Workforce Capability Framework (the Framework) describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It provides clear, practical examples of behaviours that demonstrate worker capability and establishes a shared language of 'what good looks like'. The Framework is supported by tools and guides to assist providers, workers, and participants with workforce planning and management, recruitment and careers in the sector.

What to expect

The Framework steps you through the skills and knowledge workers at all levels should have to support NDIS participants.

You choose the level of work you want to know about and any specialised or specific supports, for example being responsive to culture, implementing mealtime management, or coordinating support. Select from three broad types of worker capabilities (general, advanced, ancillary), or senior leader or frontline management to see the core capabilities. You will find behavioural indicators in a drop-down list for each capability and essential knowledge for the combined capabilities.

Sample capability – Uphold my rights

Example of behavioural indicators:

- Ask my permission before you enter my personal space or touch me. Respect my response and remember that you are a guest when in my home or my community space.
- Respect my right to privacy. Ask for my permission before collecting, using or disclosing information about me.





Framework in practice:

Participant: Vinay is happy with his worker Amy and feels they communicate well, however, he feels there are some areas where his privacy is not being respected. He wants to understand how he can provide this feedback to Amy and some of the language that might be best to use. Vinay uses the **Workforce Capability Framework** to look at the capabilities his worker should demonstrate. He finds the 'Our relationship' objective and 'uphold my rights' capability and reads 'Ask my permission before you enter my personal space or touch me; Respect my response and remember that you are a guest when in my home or my community space.'

Vinay decides to speak to his provider and share the Framework to highlight that he wants Amy or any other worker to ask before they enter his room or bathroom. Vinay says he really likes the way Amy communicates with him and that she is doing a great job in all other areas, he just needs her to remember that his privacy is important.

Provider: Local Supports Inc. is keen to strengthen the capabilities of their workers, and ensure their workers understand what is expected of them. They speak with staff about the capabilities for different types of work: general support, advanced support, ancillary, supervision and frontline management, senior management and leadership. They talk with each group about how the capabilities apply to their work and emphasise the importance of some additional capabilities, such as being responsive to cultural identity as an area they are eager to improve. Supervisors use the capabilities to support them when talking with the workers they support about their role and discussing the support they need to achieve it.

Local Supports are also using the **Position Description Tool**, **Recruitment and Selection Resources** and **Supervision for Capability** to improve alignment between the workers they recruit and the values and goals of the organisation. This is improving the quality and consistency of the supports they deliver and reducing workforce turnover.





Key information

The Framework:

- Is written from the perspective of the NDIS participant.
- Translates the NDIS Code of Conduct and Practice Standards into observable behaviours and capabilities for workers at all levels.
- Describes the attitudes, skills and knowledge (the capabilities) expected of all workers with a strong focus on worker and participant relationship and interactions.
- Describes ‘what good looks like’ when upholding the rights-based values of the NDIS to drive positive culture change.
- Relevant to all workers providing NDIS-funded services and supports to participants:
 - day-to-day personal support work (such as assistance with daily tasks or personal care),
 - specialised supports, capacity building supports (such as health and therapeutic supports),
 - leaders and managers, and
 - ancillary services (such as maintenance, cleaning or reception).
- Designed for anyone who needs to understand, direct or participate in the NDIS workforce.

Accessing and using the Framework

The Framework is available online and as a downloadable PDF. [Framework | NDIS Workforce Capability \(ndiscommission.gov.au\)](https://workforcecapability.ndiscommission.gov.au)

For more information about the Framework or its implementation, visit the website:

<https://workforcecapability.ndiscommission.gov.au/>.

Contact: workforcecapability@ndiscommission.gov.au or 1800 035 554.

